



Robert E. Bush
Naval Hospital

Did you know?...

You have the right to express your concerns about patient safety and quality of care.

There are several avenues open to you:

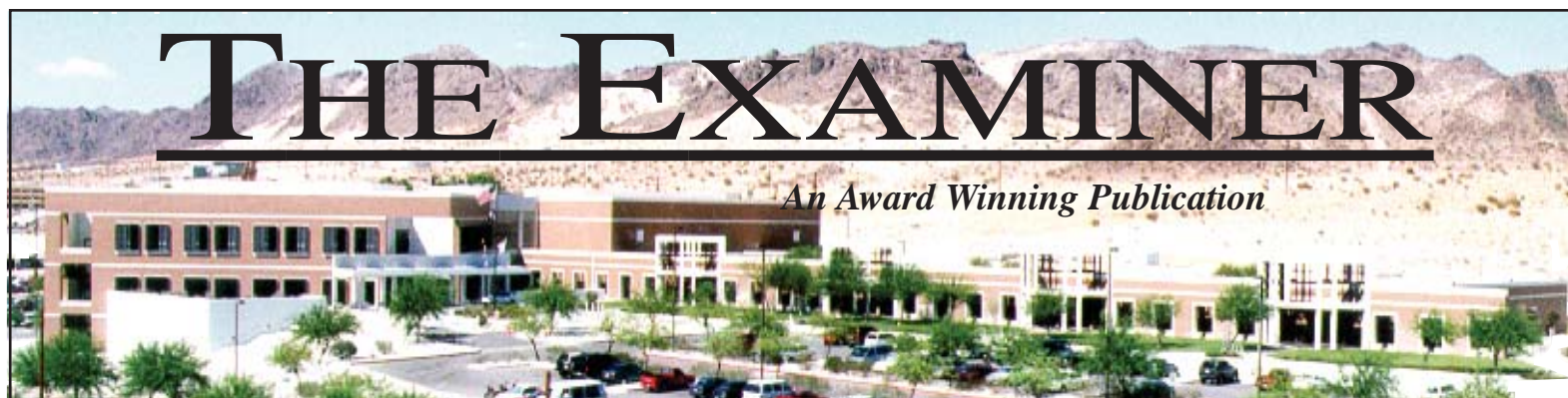
- * Through the ICE website.
- * The Hospital Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the Hospital clinics, or directly to the Joint Commission via: E-mail at complaint@jointcommission.org Fax: 630-792-5636

The Joint Commission
Oak Renaissance Boulevard
Oakbrook Terrace, IL 60181

To report Fraud, Waste and Abuse contact one of the below offices by calling:

Naval Hospital: 760-830-2344
Combat Center: 760-830-7749
NavMedWest: 1-877-479-3832
Medical IG: 1-800-637-6175
DoD IG: 1-800-424-9098

Commanding Officer
Naval Hospital Public Affairs Office
Box 788250 MAGTF TC
Twentynine Palms, CA 92278-8250



<http://www.med.navy.mil/sites/nhtp/pages/default.aspx>

Champions Tout Patient Safety

By Dave Marks, Public Affairs Officer and Catherine Winsor, Patient Safety Manager

Naval Hospital Twentynine Palms observed Patient-Safety Week from March 20-24. Patient Safety Champions were the focus of the week-long observance, highlighting the departmental points of contact and recognizing their important contributions to overall patient safety.

"Patient-safety champions are my eyes and ears when I'm not readily available," Catherine Winsor, NHTP Patient Safety Manager, said. "They are responsible for patient-safety reports (PSRs), good-catch nominations and patient-safety questions on the deck level."

Winsor explained that over the past 12 months, the NHTP Patient Safety Manager and the NHTP Joint Commission Coordinator worked to define patient-safety champion roles and responsibilities. "We currently have a diverse group of about 40 champions, comprised of enlisted personnel, civilian staff and officers--all assisting

with National Patient Safety Goal compliance," Winsor said.

"This group represents every clinical and administrative department in our command. Their command-wide deployment has resulted in increased PSR submissions, good catch nominations, enhanced daily huddles and more active engagement with National Patient Safety Goal compliance," Winsor continued.

"The fun and educational activities sponsored throughout the week increased motivation, expertise and team cohesion," said Lt. Cmdr. Lacy Gee, NHTP Joint Commission Coordinator. "The team successfully brought this year's theme of, 'United for Patient Safety,' to life. Patient safety champions concentrate on the deck-plate issues that affect their departments and work spaces. They are the first set of eyes to see when something is happening and they are the individuals who are most passionate about their specific areas. They are champions because they champion patient

Continued on page 5. Please see, Patient Safety



Hospitalman Jackson Moede (right) challenges HM3 Jason Krieg and HM3 Domingo Sosa in Patient Safety Amazing Race competition.

CMO Team Has Quality on its Mind

The Chief Medical Officer Directorate was established nearly six months ago to allow clinical communities at NHTP, the Region and the Department of Medicine and Surgery to work seamlessly and quickly to share information, spotlight best practices and key issues, and to drive improvements in patient safety and quality. Led by Cmdr. Mark Lund, a family practice provider, his seven-member team of quality-management and patient-safety professionals is almost complete with only one vacancy remaining.

Ms. Latrease Burton came aboard recently as department head for Quality Management. Burton, who worked at NHTP previously as a labor and a delivery nurse, an infection preventionist and risk manager, is not only highly qualified but also knows the hospital from an insider's perspective.

Patient Safety Manager, Ms. Catherine Winsor, has been on staff since July 2015. She arrived from Hi-Desert Medical Center where she was patient advocate/community engagement liaison and quality/risk coordinator.

The team also includes Ms. Iona Parker, in charge of Medical Executive Committee credentialing. Parker has been at NHTP for four years. She arrived from Navy Medical Center Portsmouth.

Ms. Heidi Heard, administrative assistant has been at NHTP since 2008. She arrived from the Joshua National Park where she was a park ranger. Heard initially started out in the Material Management Department. She is



Mr. Forrest McCracken,
Command Black Belt

held in high esteem for her ingenuity, problem solving and her ability to "think outside the box."

Newest member to the Chief Medical Officer Directorate is Mr. Forest McCracken, command black belt. "I assist the Commanding Officer, the Executive Officer, the Command Master Chief and department heads in meeting the strategic goals and objectives of the organization," McCracken said. He tackles deck-level problems to improve customer service. "The main goal is to improve the customer experience in terms of quality, timeliness and safety," McCracken said. His goal is to make the daily operations of the hospital more efficient and effective for everyone. McCracken also trains and mentors Lean Six Sigma Green Belts.

Sailor in the Spotlight

Hospital Corpsman First Class Michele Richardson



Hospital Corpsman First Class Michele Richardson has been in the Navy 19 years. Originally from Palmdale, California, she joined the Navy to get out of the desert. "I was attracted to the Navy because it always seemed to be associated with coastlines and water," she recounted. Her first assignment was at Branch Health Clinic Gaeta, Italy, a branch clinic of U.S. Naval Hospital Naples, Italy. "I loved it," she said. Richardson calls herself a branch clinic Corpsman. "I love branch clinics," she said.

She went from Italy to Naval Medical Center San Diego where she worked in the Continuous Improvement Department. She then was assigned to Branch Health Clinic Fallon, Nevada, a branch clinic of Naval Hospital Lemoore. She was lead petty officer for family practice and then dental. "When you're at a branch clinic, it's smaller and you get to learn more. You get to expand your skill set as a quad-zero Corpsman because everyone has to know how to function in the various departments such as lab, x-ray and dental. At Fallon, I even got to learn about aviation medicine."

She credits her leadership skills with the core values she learned early in her career. "We have to

teach patients how to take care of themselves, but you can't do that unless you respect yourself and your fellow corpsmen and respect the learning process that being a Corpsman is all about," she said.

Richardson currently works for the Operations Management Department, manning the Quarterdeck as the first face visitors see as they arrive through the main entrance. She's been taking courses through the University of the Incarnate Word, San Antonio, Texas, with the purpose of opening a small business after she retires. Richardson has been married to her husband, Brad, for 15 years. They have two children, a son, 10 and a daughter, eight. The family enjoys hiking, bicycling, swimming and spending weekends in Palmdale visiting family.

Richardson's advice for junior enlisted Sailors who want to succeed: Orient yourself to your department's needs and mission. Look to the Sailors of the Quarter and Year to see how they are succeeding and try to emulate their success. Study! Study for advancement and take exam preparation seriously. When the call goes out for volunteers, step up to the plate, Richardson advised.



Hospital Corpsman Third Class Jackson Moede reenlisted for three more years March 31. Moede, a immunology Corpsman in the Directorate for Public Health, has been at the Robert E. Bush Naval Medical Center for one year. Previous to this assignment, he was on the Combat Center green side. Moede has been in the Navy for five years. Hometown is Wheatland, Wyoming.



Published by Hi-Desert Publishing, a private firm in no way connected with the Department of Defense, the United States Marine Corps, United States Navy or Naval Hospital, Twentynine Palms, under exclusive written contract with the Marine Air Ground Task Force Training Command. The appearance of advertising in this publication, including inserts or supplements, does not constitute endorsement by the Department of Defense, the United States Marine Corps, the United States Navy or Hi-Desert Publishing of the products or services advertised. Everything advertised in this publication shall be made available for purchase, use, or patronage without regard to race, color, religion, sex, national origin, age, marital status, physical handicap, political affiliation, or any other non-merit factor of the purchaser, user or patron. If a violation or rejection of this equal opportunity policy by an advertiser is confirmed, the publisher shall refuse to print advertising from that source until the violation is corrected. Editorial content is prepared by the Public Affairs Office, Naval Hospital, Twentynine Palms, Calif.

Commanding Officer

Capt. John A. Lamberton, MSC, USN

Executive Officer

Capt. Jeffrey W. Bitterman, MC, USN

Command Master Chief

HCMC (SW/AW/FMF) Jerry Ramey, USN

Public Affairs Officer/Editor

Mr. Dave Marks

Command Ombudsman

Ms. Mica Wolkenhauer (252) 503-8070 email: nh29po@gmail.com

The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month's edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

How to reach us...

Commanding Officer Naval Hospital
Public Affairs Office
Box 788250 MAGTFTC
Twentynine Palms, CA 92278-8250
Com: (760) 830-2362
DSN: 230-2362
E-mail: david.m.marks.civ@mail.mil
Hi-Desert Publishing Company
56445 Twentynine Palms Highway
Yucca Valley, CA 92284
Com: (760) 365-3315
FAX: (760) 365-8686



Preventive Medicine Corner

Submit Questions/Concerns and Tanya Will Provide Answers



Tanya Stuckey

Dear Tanya,

I am a fitness coach and am constantly telling my clients there is so much more to being "fit" than the perfect workout. Can you please highlight the programs at the naval hospital that help with weight management, diabetes prevention and/or

how I can talk to someone about how to eat healthy and keep off the medications that are often needed as a result of poor lifestyle choices?

Signed,
Partner in Health

Dear Partner,
Thank you so much for the fitness services you provide to keep our families active! It is such a pleasure to know that we are all spreading the word on the importance of a multi-disciplinary approach to health. Naval Hospital Twentynine Palms has a dietitian (Lt. Kantar MS, RDN, CDE) on staff. Lt. Kantar offers classes and individual sessions on diabetes management, supplement safety and practical guidance on how to create a realistic nutrition plan that meets your specific needs and goals. Naval Hospital Twentynine Palms takes a

whole-person approach. The dietitian, primary care teams, clinical pharmacist, fitness experts and health promotions staff--all contribute guidance which complements your overall care.

If you are interested in additional information on how to meet with NHTP's dietitian for scheduling individual appointments, sign-up for classes, or to schedule a personalized seminar for your unit or group, please call our Nutrition Department (760) 830-2687.

Additional questions can also be answered by calling the NHTP Nutrition Department.

For Health Promotions services such as tobacco cessation, stress management or sleep hygiene, call (760) 830-2814.
Tanya

Some Barriers Are Intended to Stay in Place

In a time when we aim to break through barriers for the benefit of communication, community and business, there are protective barriers that safeguard our health. In the case of pregnancy and sexually transmitted infections (STI) prevention, barriers are encouraged and provided, with abundant information, by your healthcare team.

April is sexual health month and in addition to standing strong with your boundaries for respect and healthy relationships, you deserve to enjoy intimacy with a consensual partner without the additional stressors of contracting an STI or an unplanned pregnancy.

Our friends at National Coalition for Sexual Health (NCSH) have shared five steps

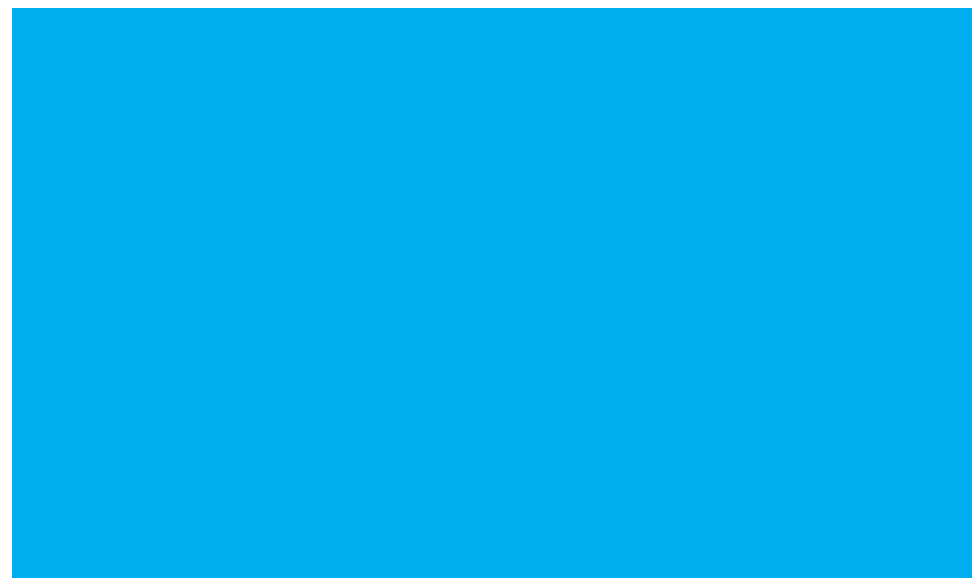
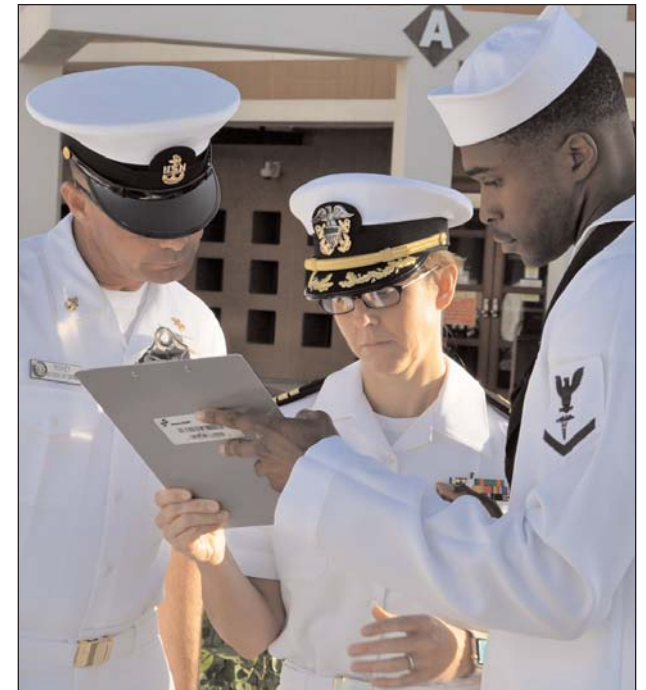
to achieve good sexual health regardless of your age or who you are intimate with:

1. Value who you are and decide what's right for you.
2. Get smart about your body and protect it
3. Treat your partner well and expect the same from her/him.
4. Build positive relationships.
5. Make sexual health part of your health care routine.

There are several different birth control options and barriers to prevent STIs. Talk with your healthcare provider about what options are best for you. Any questions you may have regarding sexual health, performance, conditions or diseases can be answered in a safe, non-judging, confidential space during your medical appointment.



NHTP Uniform Inspection March 30, 2017. Please visit NHTP Facebook page for additional photos. Command photo will be posted in May Examiner.



Awardees...

The following awards were presented during the March 3 First Friday Award Ceremony in NHTP Classrooms 4 & 5. Hospital Commanding Officer Capt. John A. Lamberton was the presenting officer.



Ms. Alicia Armenta, NHTP Radiology Department, Directorate for Clinical Support Services, is presented with a Patient Safety Award.



Hospital Corpsman Third Class Trevor Morgenstern is awarded a Navy and Marine Corps Achievement Medal for professional achievement in the superior performance of his duties while serving as Team Leader, Emergency Medicine Department

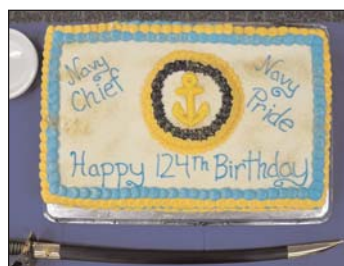


Hospitalman Amanda William is presented with a Letter of Appreciation in sincere appreciation for her outstanding performance in the Pharmacy Department, Directorate for Clinical Support Services, from May 2013 to March 2017.



L-R: HMC Celso Cabrera, HMC Claudette Arenas and Command Master Chief Jerry Ramey.

**Chief Petty Officer
124th
Birthday
Celebration**



Navy Chiefs from NHTP and the Combat Center pose with the CPO birthday cake.

Patient Safety, continued from Page 1.

safety, making sure our patients get the best care possible,” Gee said.

The Patient Safety week of activities included:

Monday: Cake Cutting Ceremony. A champion from each directorate spoke on how patient safety affects their hospital area. Each champion provided an example of support for the Patient Safety Program. The command saw the champions, front and center, sharing how they work collectively to provide the best patient care possi-

ble.

Tuesday: Directorate Patient Safety Jeopardy Challenge. Members from the Department for Surgical Services, the Directorate for Administration (DFA) and the Directorate of Nursing Services competed for the Patient Safety Jeopardy trophy. The contestants impressed everyone with their knowledge of patient-safety trivia, Winsor said. The winner this year was Culinary Specialist Second Class Stephen Fuqua, representing the DFA Directorate.

Wednesday: Patient Safety Champion Good Catch Video Competition. Teams of patient-

safety champions produced videos that showcased examples of Good Catch events. The intent was to provide education on what a Good Catch is and the subsequent required response. NHTP patient-safety champions disseminated their knowledge and expertise Command-wide.

Thursday: Patient Safety Champion Training Hour. Each patient-safety champion was tasked to hold a training session on a National Patient Safety Goal of their choice. They focused on specific departmental vulnerabilities and emphasized resolutions.

Friday: Patient Safety

Amazing Race. Teams from NHTP directorates participated in an Amazing Race. Each team member was provided a unique route with patient-safety pit-stops where they were tested on varied subjects such as: National patient-safety goals, PSRs, good catches, infection control, Directorate of Healthcare Business/case management, dietary scenarios and medication labeling.

Patient Safety is a culture of healthcare delivery that relies on analysis and process improvement to avoid medical errors and enhance patient safety. The

The Examiner --April 2017-- 5

patient-safety manager and the Joint Commission Coordinator provide on-site guidance for The Joint Commission National Patient Safety Goals. An open team environment in a non-punitive culture encourages participation, knowledge-sharing and esprit de corps. “A big joy of my job is providing our staff with the education, tools/resources for patient-safety success and watching younger enlisted staff members lead the way. Being a Navy spouse myself, it is rewarding to give back to the enterprise and support the military families we serve,” Winsor said.



Hospital Corpsman Third Class Anthony Winsor and Hospitalman Garibardy Ovalle, both from the Pharmacy Department, man the Medication-label task outside pharmacy window 5 as Hospital Corpsman Third Class Domingo Sosa and Hospital Corpsman Third Class Jason Krieg study the medication labels to determine which one is error free. Teams were required to successfully complete each task before moving to the next task in the Patient Safety Amazing Race contest.



Left: Culinary Specialist Third Class Alexandria Johnson (sitting) supervises Amazing Race contestants as they create an appropriate meal for a figurative special-diet patient.



Hospitalman Joshua Herrin and Hospital Corpsman Second Class Michael Spencer work to complete a Directorate of Healthcare Business crossword puzzle.



Above: Ms. Iona Parker, NHTP Credentialing Office, challenges Hospitalman Parker Bailey and Hospitalman Erika Fernandez with a memory game on Joint Commission National Patient Safety Goals.

Introducing New Staff -- Welcome Aboard!



HM1 Gabriel Avila

Hospital Corpsman First Class Gabriel Avila arrived from Camp Pendleton where he was LPO for a battalion-aid station, deploying twice during his three-year tour. He's been in the Navy 10 years. Hometown is Las Vegas, Nevada. He's living on base with his wife and their 11-month old daughter. His last assignment was his favorite. "It was challenging," he said. "I had a lot of people under me and it made me grow as a leader." He said the leadership qualities that helped him excel were "being very understanding, yet firm, especially with that many people." He noted that supervising a large group of Sailors meant being a counselor on a wide array of subjects from financial aid to Navy history. Avila is half way through a Bachelor's degree program and he's considering eventually applying for an officer commissioning program. He enjoys the quiet serenity of the high desert. Hobbies include working out at the gym and outdoor activities with his family.



HM3 Michelle Bowles

Hospital Corpsman Third Class Michelle Bowles arrived from Naval Hospital Bremerton, where she worked on the Labor and Delivery ward. "I loved it," she said. She enlisted out of Tuscon, Arizona, but said her medical-science entrepreneur dad moved the family frequently; so naming a home town is difficult. But she did profess an affinity for Southern California. She likes the desert and is thankful for this assignment. Both her parents had been Army combat medics, leading to her current career choice. Bowles is working on her psychology degree with a Christian counseling emphasis from Liberty University. She said she was honored to have picked up third class rank and especially appreciates being assistant LPO for the Gold Team. Bowles said she prepared for the Third-Class board "by studying so hard, and devoted months in preparation." She loves reading (fiction and classics) and gardening and yoga and she likes knitting and drawing and the wood shop.



Mr. Edward Wargo

Mr. Edward Wargo could only take seven months of retirement before departing the beaches of Panama City Beach, Florida, for the dry Mohave Desert. Wargo retired as a Chief Hospital Corpsman after 22 years of active-duty service and comes aboard as NHTP security manager. He was master-at-arms at his last assignment which led him into the security field. Wargo started out as an ocular surgical technician. He earned his FMF/EXW/SW qualifications, and became an assistant coxwain. "I did things that Corpsmen don't typically do," he said. He loved to deploy. "I didn't necessarily like the workups; but when you're deployed, everything you do is meaningful." He's here with his wife and their young daughter and son. The family found a home in Twentynine Palms and are enjoying the less hectic lifestyle. "People are very nice here," he said. "It's a small-town atmosphere." For hobbies, Wargo enjoys reading non-fiction history (especially naval history).



Ms. Latrease Burton

Ms. Latrease Burton is our new Quality Management Department Head. Those who have been here a few years remember her as a labor and a delivery nurse, an infection preventionist and risk manager--positions she held over the four years she was here previously. She departed for a position at JFK Memorial Hospital in Indio where she was a charge nurse. Burton is originally from Washington State where she earned her LPN degree. She and her husband came to MCAGCC for his job with the Public Works Department as an inspector. She finished her registered nursing degree at Copper Mountain College in 2007 and is currently working on her Master's degree. Burton is glad to be back. "NHTP is more family oriented," she said. I like the smaller hospital and how the staff works closely together." The couple have three children, ages 27, 23, and seven. Burton enjoys landscape photography, especially in Joshua Tree National Park. "The desert has really grown on me," she said.



Ms. Lisa Clark

Ms. Lisa Clark, Orthopedics/General Surgery/Chiropractic Clinical Nurse Manager, came aboard in January; but it was more of a welcome back. Clark was a Corpsman here from 2003-2006. Plus, she's married to former HM2 Benjamin Clark, who left his LPO position in NHTP Physical Therapy in January to pursue his RN degree. Lisa Clark arrives from Desert Regional Medical Center where she was an operating-room nurse. She earned her RN degree from Cuesta College, San Luis Obispo, California, and her BA degree from American Sentinel University. Hometown is Arroyo Grande, California. Clark changed her mind about a teaching career after a stint as a student-teacher. She also considered veterinary school. "But there's too much sadness in that field," she said. So she returned to her core skill, nursing. Hobbies include horseback riding, gardening, reading and spending time with her husband.

C
H
I
N
A

L
A
K
E



BRANCH HEALTH CLINIC



Ms. Lori McGee is presented with a 10-year Federal Service Pin by China Lake Officer in Charge, Lt. Cmdr. Michael Czigler.



L-R: Lt. Anne Lyle, Lt. Rochelle Fabrizio, Lt. Cmdr. Michael Czigler, Lt. Marina Hernandez and Lt. Marshal Faulds



Hospital Corpsman Third Class Ryan Moore is awarded the Navy and Marine Corps Achievement Medal, presented by China Lake Officer in Charge, Lt. Cmdr. Michael Czigler.

